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Revised 9/29/88
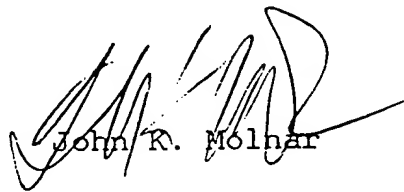
September 28, 1988

MEMORANDUM TO: DISTRIBUTION

SUBJECT: Weekly RDR Update

Attached please find this week's update to the Membership Services
Representatives' Desk Reference.

I have also attached the weekly "Scoreboard" detailing current status of
events at the second level.

Your comments would be appreciated.

Thank you,

John R. Molnar

MEMBERSHIP SERVICES – PROBLEM MANAGEMENT

SCOREBOARD

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Problem	Events	Problem Descprition	Problem Status	Date Recd	Group Asgnd
Modem not dialing Comm.Error	39	Modems that are supposedly Hayes compatible (including Everex modems) are not responding to our software. They won't dial or respond to PRODIGY's AT string.	.... /I\ MSS2 and RTS are working together on these three problems. The PLS/Reception	7/1	RTS/ MSS2
CM Errors	26	Members receive continuous CM errors even after checking switches and pls's on compatible modems. (CM6's in particular)	System link is where the work is now concentrated. RTS is visiting a nearby member who is experiencing these problems to watch the data string from the reception system side. The three	7/1	RTS/ MSS2
Modems not Running at 2400 bps	10	Modems that should connect and run at 2400 bps are not.	problems are linked for tracking. \I/	8/26	RTS/ MSS2
MTRES Prob.	11	These problems are related to the MTRES file. The code is not PRODIGY-written and difficult to troubleshoot. Symptoms are error messages: "Internal Abends" or "Integer Divided by 0".	MTRes is not Prodigy(sm) software which makes it difficult to troubleshoot. RTS is determining who in their area is responsible. As Apples come on with later versions of our software, this code will disappear. Not a high-priority item.	7/14	RTS
Members lose Profile at Enrollment	6	After changing password in enrollment, members receive the technical error screen and that they should log in using their old ID & Password. He tries, and is told the old ID & Password are no longer valid. TPF is holding none or only a partial profile of the member, yet EMS and billing have received full profiles.	The problem is in Systems Development. MSS cannot issue new IDs and Passwords	9/7	SYS/ DEV
Household Members not able to enroll	12	Members receiving 6.2.4d software are not able to enroll other members of their household.	MSS has been telling members to reinstall 6.1.8 (V1); enroll other members and reinstall 6.2.4d (V2). MSS doing it from here, if possible.	9/5	SLAT

SMGR-2	5	Members are receiving this error and MSS is telling them to reinstall.	Situation being monitored by MSS2 in an attempt to catch an early trend.	9/14 MSS2
Freezing Screens	1	Service freezes up after the member's short session. No error codes are in evidence.	Situation being monitored by MSS2 in an attempt to catch an early trend. MSS2 also will compare with reports from TINA	9/16 MSS2
Graphics	13	Very high resolution graphics equipment (monitors and graphics cards) are not capable of displaying our software in its current stage of development. The manifestation is as double images or no display. Another problem is that the graphics card is not being reset to its default color palette.	This is a low priority item. Graphics problems evolve across very high resolution configurations. The incidence is not high and Development wants to move in the direction of extremely high resolution graphics as the software evolves.	7/29 RTS
CrossInkd Files	13	Stage and Cache.dat are corrupting the FAT tables and subsequently c: drives of members' pc's.	This problem seems to have been interwoven with the stage.dat situation and may have become much less of a problem with V.6.2.4d. We're following primarily for tracking, at this point.	5/14 MSS2
DOS 4.0	3	Members with IBM DOS 4.0 are not able to install service. Although there is a workaround it is not available unless the member has 640k and a hard drive.	MSS is suggesting the fix for those members with appropriate configuration. Fix software is being tested currently.	8/11 MSS2
Vendor DOS	3	A number of Vendor versions of DOS have not been able to run with Prodigy(sm).	MSS is having members install with either MS-DOS or PC-DOS, only, and to limit the usage to floppy disks.	8/9 RTS

ID & PASSWORD and ENROLLMENT PROBLEMS

HISTORY:
There are two aspects to this problem: 1) The member is trying to enroll and gets a technical error screen. The member is asked to log back in with the old ID and Password. When he tries, the member gets an invalid ID and Password screen; 2) New household members are unable to enroll with the latest version of the software.

UPDATE:
The problem has been passed off to Systems Development and we are awaiting further information on it. Systems development is asking for some additional information on these. I will be gathering and forwarding it. If I need more data, I'll get back to you during the week. Further updates will be on Pink Sheets, with a new status sheet next week. For the time being, here's how we'll handle each of these events:

ID & PASSWORD:
From now on, we will not be able to give out new IDs and Passwords. Forward the event to MSS2 and tell the member that someone will be getting back to them in the near future.

ENROLLMENT:
Ask the member to reinstall with Version 1 (6.1) software; enroll their household members, and then reinstall with Version 2 (6.2.4d). If they do not have a copy of Version 6.1 or even 6.0, you can enroll them from here, if they are cooperative with IDs and Passwords. Leave this event open and forward to MSS2.

Just as a reminder: Be gentle with our members in each of these cases. They just laid out some money for our software, and maybe even the modem, and they will need to be coddled.